



2026 NASPE Awards Program

Eva N. Santos Communication Award

Submission Deadline: April 17, 2026

Submission Method: Submit via the 2026 NASPE Awards Nomination Form.
Upload this completed template within the form.

Nominations from dues-paying states are considered for eligibility. Nominated communications efforts should demonstrate a positive impact on the administration of state human resource programs.

Selection criteria are based on the questions asked on the award application. Nominations are encouraged in all areas of human resource management administration.

NOMINATION INFORMATION

Title of Nomination: Continuous Performance Management (CPM) Digital Resource Hub

State: LA

Contact Person: Lindsay Ruiz de Chavez

Contact's Title: Public Information Director

Agency: Louisiana State Civil Service

Mailing Address: P.O. Box 94111, Capitol Station, Baton Rouge, LA 70804-9111

Telephone: 225-219-9462

E-mail: Lindsay.ruiz@civilservice.la.gov

NOMINATOR INFORMATION

Nominator: Byron P. Decoteau, Jr. Title: State Civil Service Director

State: LA Agency: Louisiana State Civil Service

Telephone: 225-342-8277

E-mail: byron.decoteau@civilservice.la.gov

ALL SUBMISSIONS MUST:

- Meet all eligibility requirements • Be submitted via the nomination form by April 17, 2026
- Include a complete nomination template • Conform to all copyright laws



2026 NASPE Awards Program

Eva N. Santos Communication Award

Submission Deadline: April 17, 2026

Submission Method: Submit via the 2026 NASPE Awards Nomination Form.
Upload this completed template within the form.

DETAILS

You may include links to websites and snapshots as part of your nomination. Narrative responses should generally not exceed 4–6 pages (12-point font, double-spaced).

1. Please provide a brief description of the submission.

The Continuous Performance Management (CPM) Digital Resource Hub is a comprehensive set of web-based communication and training resources developed by Louisiana State Civil Service to support the statewide transition to a new performance management framework for classified state employees.

The [CPM Digital Resource Hub](#) serves as the central information and communication platform for Louisiana's Continuous Performance Management system.

The website consolidates timelines, rules, training resources, frequently asked questions, forms, video tutorials, and policy guidance into a single, accessible location for supervisors, employees, and HR professionals across state government. The platform supports a workforce of thousands of classified employees across dozens of state agencies.

Rather than relying on scattered communications, agency-specific interpretations, or static policy documents, the CPM hub provides a structured digital environment that enables employees and supervisors to quickly locate authoritative information about the state's performance management process. The design emphasizes clarity, ease of navigation, and practical guidance so that agencies can implement CPM consistently statewide.

Key components of the hub include:

- CPM timelines and critical deadlines
- Performance management rules and policy guidance
- Frequently asked questions
- Downloadable documents and forms
- Training videos and instructional resources
- Supervisor planning tools and evaluation guidance

ALL SUBMISSIONS MUST:

- Meet all eligibility requirements
- Be submitted via the nomination form by April 17, 2026
- Include a complete nomination template
- Conform to all copyright laws



2026 NASPE Awards Program

Eva N. Santos Communication Award

Submission Deadline: April 17, 2026

Submission Method: Submit via the 2026 NASPE Awards Nomination Form.
Upload this completed template within the form.

- Links to related civil service rules and circulars

By bringing these elements together, the CPM web pages serve as both a policy communication tool and a practical implementation guide for Louisiana's statewide performance management system.

2. How long has the submission been in existence?

The CPM digital resource hub was developed in conjunction with the statewide implementation of Continuous Performance Management, which officially launched in January 2025.

Development began during the policy transition period when the State Civil Service Commission adopted new rules governing Continuous Performance Management. As agencies prepared to transition from the previous evaluation system to the new CPM framework, a centralized communication platform was needed to provide consistent guidance across the state government.

The website continues to evolve as additional training materials, updated timelines, and new resources are added to support agencies and employees. As CPM matures as Louisiana's primary performance management system, the hub serves as a living communication resource that can adapt as policies, tools, and best practices evolve.

3. Why was this submission created?

The CPM resource hub was created to address a critical communication challenge associated with implementing a new statewide performance management system.

Performance management affects virtually every classified employee and supervisor in Louisiana state government. The transition to Continuous Performance Management required:

ALL SUBMISSIONS MUST:

- Meet all eligibility requirements
- Be submitted via the nomination form by April 17, 2026
- Include a complete nomination template
- Conform to all copyright laws



2026 NASPE Awards Program

Eva N. Santos Communication Award

Submission Deadline: April 17, 2026

Submission Method: Submit via the 2026 NASPE Awards Nomination Form.
Upload this completed template within the form.

- New rules and procedures
- New timelines and evaluation cycles
- New training expectations
- New technology systems
- New documentation and form

Without a centralized and accessible communication platform, agencies risked inconsistent interpretation and implementation of the CPM process.

The website was therefore designed to accomplish several goals:

- 1. Provide a single authoritative source of information.** The CPM hub ensures that all agencies receive consistent guidance directly from State Civil Service.
- 2. Improve accessibility of policy information.** Rather than requiring users to search through multiple documents or general circulars, key resources are organized into intuitive categories.
- 3. Support supervisors and employees during a major policy transition.** The hub includes practical tools, training videos, and manuals that help users understand how to implement CPM in day-to-day management.
- 4. Reduce confusion and administrative burden.** By answering common questions and providing downloadable guidance, the site reduces the volume of individual inquiries to central HR offices.
- 5. Promote transparency in the performance management process.** Employees and supervisors can easily access timelines, rules, and expectations.

In short, the CPM hub was created to transform complex policy information into a clear, practical communication resource for an entire statewide workforce.

4. How does this submission support the goals and objectives of your agenda/department?
The mission of Louisiana State Civil Service includes ensuring that the state maintains a merit-based personnel system that promotes effective public service, accountability, and workforce development. The CPM resource hub directly supports these goals in several ways.

ALL SUBMISSIONS MUST:

- Meet all eligibility requirements
- Be submitted via the nomination form by April 17, 2026
- Include a complete nomination template
- Conform to all copyright laws



2026 NASPE Awards Program

Eva N. Santos Communication Award

Submission Deadline: April 17, 2026

Submission Method: Submit via the 2026 NASPE Awards Nomination Form.

Upload this completed template within the form.

First, it enables the consistent implementation of Louisiana's Continuous Performance Management system. Performance management is a central component of a merit-based civil service system because it ensures that employees are evaluated fairly, expectations are communicated clearly, and supervisors are equipped to manage performance effectively.

Second, the site supports employee development and organizational effectiveness. Continuous Performance Management emphasizes ongoing feedback, goal alignment, and performance improvement. The web resources provide guidance and tools that help supervisors engage employees in meaningful planning and evaluation conversations.

Third, the hub improves communication between State Civil Service and individual agencies. Louisiana state government includes a wide variety of agencies with diverse missions and organizational structures. A centralized digital communication platform ensures that all agencies have access to the same information and resources.

Fourth, the hub supports transparency and accountability. Employees, supervisors, and HR professionals can easily access the rules governing performance evaluation, the timelines for planning and evaluation sessions, and the procedures for review and appeal.

Together, these benefits strengthen the integrity and effectiveness of Louisiana's civil service system.

5. Have you been able to measure the effectiveness of this submission? If so, how?

The effectiveness of the CPM digital resource hub can be observed through several indicators.

First, the website serves as the primary reference point for agencies implementing Continuous Performance Management. State agencies routinely direct supervisors and

ALL SUBMISSIONS MUST:

- Meet all eligibility requirements • Be submitted via the nomination form by April 17, 2026
- Include a complete nomination template • Conform to all copyright laws



2026 NASPE Awards Program

Eva N. Santos Communication Award

Submission Deadline: April 17, 2026

Submission Method: Submit via the 2026 NASPE Awards Nomination Form.

Upload this completed template within the form.

employees to the hub for guidance on timelines, training resources, and documentation

requirements. Since its inception, the website has received over 61,000 unique page hits.

Second, the availability of centralized online resources has significantly reduced the need for ad hoc guidance requests. Instead of contacting State Civil Service for routine questions, agencies can find answers through the FAQs, training materials, and documentation hosted on the site. Over 20,000 files have been downloaded from the site.

Third, the hub supports training and professional development initiatives tied to CPM. Supervisors and HR professionals can access training materials, video tutorials, and manuals that help them implement the system effectively. Almost 18,000 active users have access the site and its materials.

Finally, the site improves the consistency of information communicated statewide. Because agencies rely on the same official source, guidance is less likely to become fragmented or outdated.

Together, these outcomes demonstrate that the CPM hub functions not only as an informational website but also as a strategic communication tool that supports the successful implementation of statewide HR policy.

6. What resources (staff time, budget, technology, or other investments) were required to develop and maintain this communication effort? How do the results compare to those costs?

The CPM resource hub was developed primarily through the coordinated efforts of State Civil Service staff responsible for policy development, communications, training, and workforce development.

Resources involved in developing and maintaining the hub include:

- staff time devoted to policy development and communication

ALL SUBMISSIONS MUST:

- Meet all eligibility requirements
- Be submitted via the nomination form by April 17, 2026
- Include a complete nomination template
- Conform to all copyright laws



2026 NASPE Awards Program

Eva N. Santos Communication Award

Submission Deadline: April 17, 2026

Submission Method: Submit via the 2026 NASPE Awards Nomination Form.
Upload this completed template within the form.

- creation of training materials and instructional guides
- development of FAQs and user resources
- website design and maintenance within the existing State Civil Service web infrastructure
- ongoing updates to reflect rule changes, training additions, and updated timelines

Because the hub was built within the agency's existing web platform, development costs were minimal. The primary investment was staff expertise in translating complex policy requirements into clear and accessible communication materials.

The results significantly outweigh the costs. By centralizing information and reducing repetitive inquiries from agencies, the website improves efficiency for both State Civil Service and agency HR offices. The hub also supports smoother statewide implementation of CPM, which benefits thousands of public employees.

7. Can this communication approach be adapted or replicated by other states or agencies? If so, how?
Yes. The CPM digital resource hub represents a communication model that can easily be adapted by other states or large public organizations implementing new HR systems or policies.

The core elements that make the approach successful include:

- centralized web-based communication
- organized navigation by user needs (rules, training, FAQs, documents)
- integration of training resources and policy guidance
- regular updates to reflect changes in policy or implementation
- clear timelines and step-by-step guidance for users

Other states transitioning to new performance management systems, HR technologies, or personnel policies could replicate this model by creating a similar centralized digital resource hub.

The approach is particularly valuable in large public-sector environments where consistent communication across many agencies is critical. By consolidating resources in a single accessible location, organizations can improve clarity, reduce administrative burden, and support more effective policy implementation.

ALL SUBMISSIONS MUST:

- Meet all eligibility requirements
- Be submitted via the nomination form by April 17, 2026
- Include a complete nomination template
- Conform to all copyright laws